

**Informatics**

# **Monthly Operating Letter**

City of Westfield



**October  
2011**

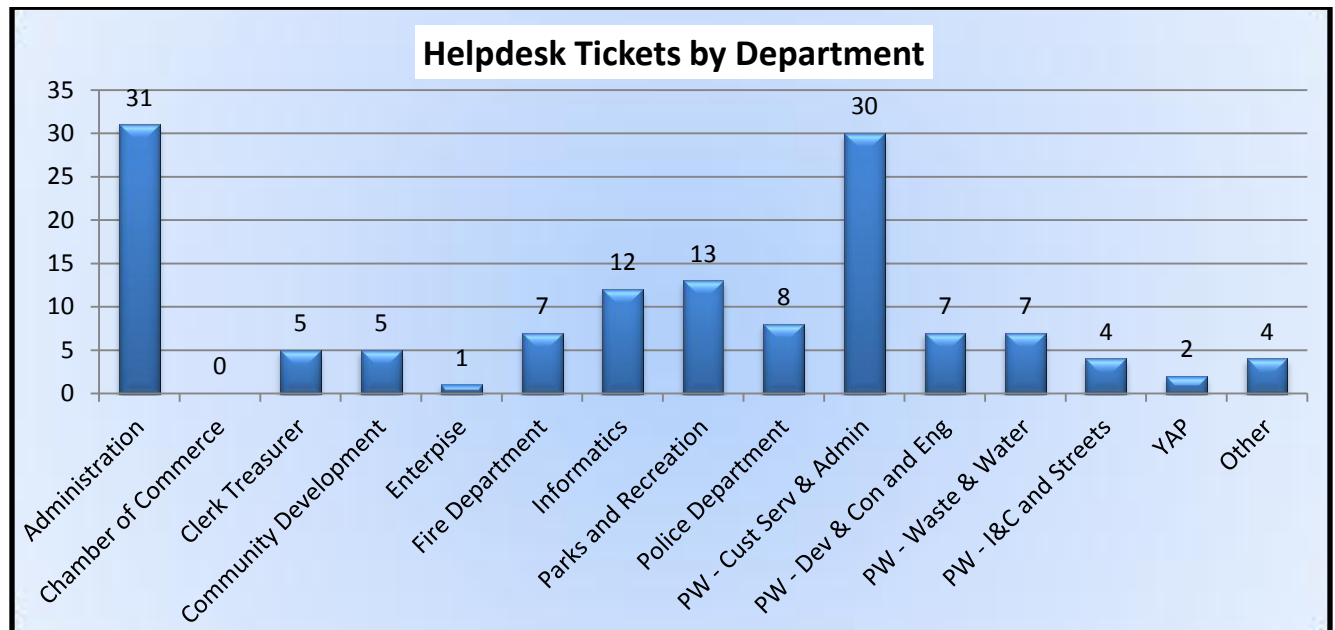
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin: [August](#); [September](#); [October](#);
- Quickly responded and implemented an equipment solution required to avoid a failure to network server and the device's battery backup.
- Purchased advanced data storage management software to keep cost low while data growth continues.
- Established another GIS server wgis3 to host internal reference data.

## Technical Services

### Helpdesk

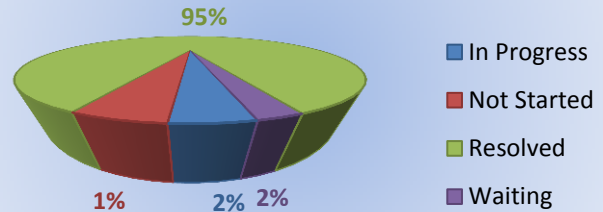
- End of the month Helpdesk:
  - Ticket Carryover: 10 of 12 work orders Resolved
  - 136 tickets created in Sept.
  - Resolved: 122
  - In Progress: 5
  - Not Started: 6
  - Waiting on Manufacturer/Supplier/Requestor: 3
  - Invalid/Duplicate: 0



### Top Helpdesk Users

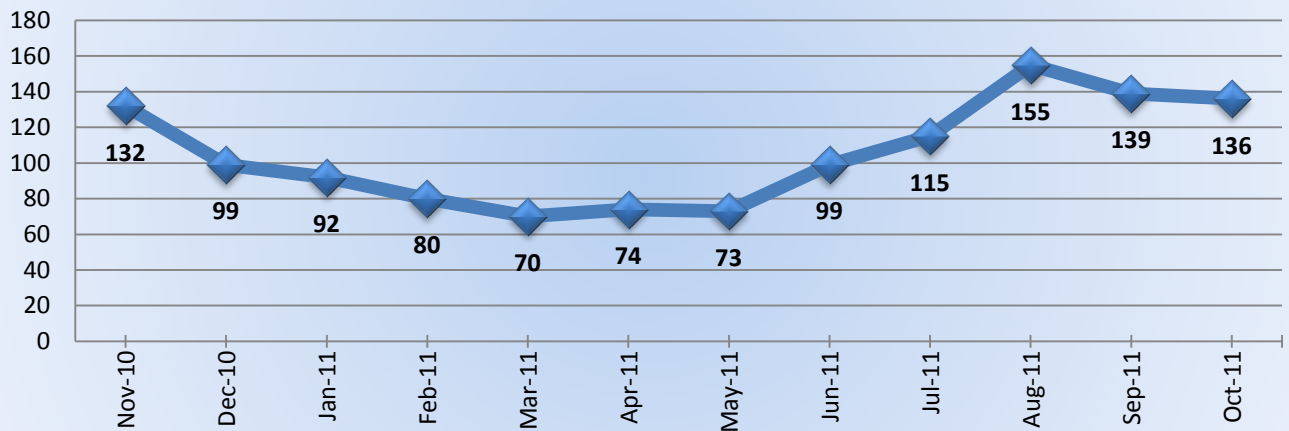
- |                 |                    |
|-----------------|--------------------|
| 1. Leane Kmetz  | 6. Melody Sweat    |
| 2. Eric Becker  | 7. Samuel Rivard   |
| 3. Teresa Evans | 8. Teresa Skelton  |
| 4. Anne Cotham  | 9. Andrew Murray   |
| 5. Tammy Havard | 10. Kurt Wanninger |

### Sept Helpdesk Status

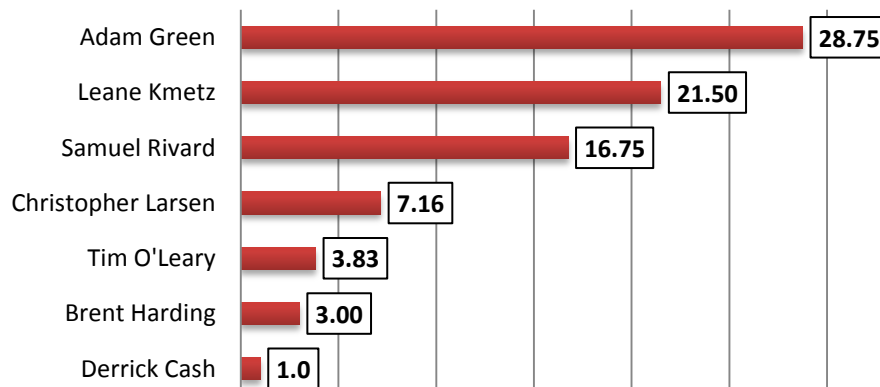


### Field and GIS Services

#### Open Ticket Totals Over a Year

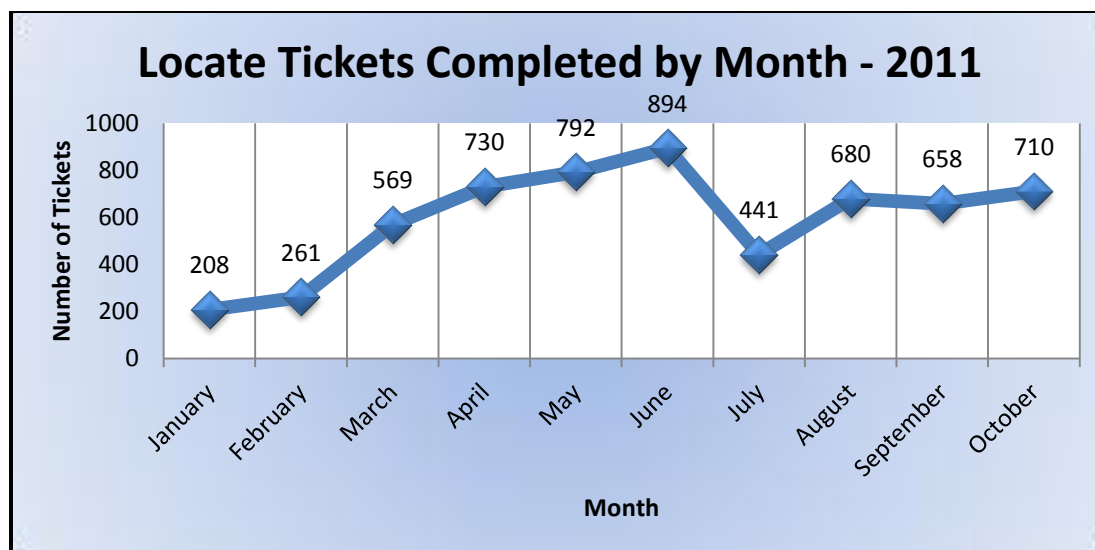


#### Hours on HelpDesk Tickets



- **Field Services**

- o Tim located 710 tickets and processed 1,960 GPS Points



#### • GIS

- All of the ESRI's API's were discontinued on Oct. 31 and replaced with the flex map.
- Oct. 17th was when Carrie did a press release of the flex map.
- On Oct. 18th the Current in Westfield reported on the [flex map](#)
- 3 GPS units were donated to the City by Seiler institution.
- Leane: Attended the IGIC board meeting.
- Leane: Attended HagTag or Hamilton County GIS group meeting.
- Through a data sharing agreement, we received all parcel data and street centerline data for Boone County through Marion County's GIS, Imagis group, this was to better enhance our reference layers.

**Volunteerism:** 6 hours of volunteer work completed.

- Leane volunteered 1 hour as a YAP Mentor.
- Leane worked with Westfield Girl Scout Troop 2615 for 4 hours.

**Training:** hours of advanced training completed.

- Brent: Attended a three day class on HP switch configuration.

## Fuel Consumption:

